

AGENCY PERFORMANCE PLAN FY 2016

Name of Agency: Iowa Public Information Board			
Agency Mission: To further state and local government transparency and foster informed citizen participation through education, training, dispute resolution and enforcement activities concerning Iowa Code Chapters 21 and 22.			
Core Function	Performance Measure (Outcome)	Performance Target(s)	Link to Strategic Plan Goal(s)
CF: Regulation & Compliance			
Provide education, training, dispute resolution and enforcement activities			<p>Goal #1: Provide information education, training, dispute resolution and enforcement activities to enhance compliance with Chapters 21 and 22 and enable citizen participation.</p> <p>Goal #2: Increase the publics' and public official's knowledge of the requirements in Iowa Code Chapters 21 & 22.</p>
Obtain compliance through advice, complaint resolution and prosecution.			Goal #3: Receive and resolve compliance complaints and questions concerning Chapters 21 and 22.
Issue declaratory orders and advisory opinions.			Goal #4: Provide a legal compliance resource to public and public officials.
Monitor regulatory and legal environment to suggest modifications to governor and legislature.			Goal #5: Provide regulatory and legislative advice and suggest changes to regulatory and statutory environment.
Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Investigations & Hearings Unit 592 0P22	Percent of non-contested or appealed cases resolved less than 60 days. FY15 Actuals - 98%	90% of non-contested cases or appealed cases are resolved in less than 60 days.	<ul style="list-style-type: none"> Documentation of current and past performance information on case handling.

	<p>100% of contested cases heard within 150 days.</p> <p>Number of cases resolved. FY15 Actuals - 847 cases.</p> <p>Percent of opinion and declaratory order requests handled timely. FY15 Actuals -100%</p>	<p>75% completion of contested cases within 150 days</p> <p>350 cases</p> <p>100%</p>	<ul style="list-style-type: none"> • Emphasize efficient and prompt contested case handling procedures
<p>2. Education and Training Unit 592 0P22</p>	<p>Percent of educational brochures and materials available for distribution and the website are current. FY15 Actuals 100%</p> <p>Percent of training presentation requests met. FY15 Actuals 100%</p> <p>Number of trainings/presentations made. FY15 Actuals - 38 presentations made to civic and governmental entities.</p>	<p>90% of all educational brochures, materials, and reports available, including the website up-to-date.</p> <p>90% of all requests for training presentations met.</p> <p>30 presentations annually to civic and governmental entities.</p>	<ul style="list-style-type: none"> • Develop necessary educational and training materials. • Accept as many opportunities to provide written or oral training presentations as possible. • Utilize the website as a training resource and avenue of all current information and events.